

Getting the Right Care at the Right Time

As a teen or young adult, it is important to know what kind of medical care you need. Some of the different types of care include: preventative, urgent or emergency.

Preventative or Routine Care:

Preventative care includes a visit once a year with your Primary Care Provider (PCP) when you are feeling well. The visit may be called a “wellness” or TENNderCare checkup. A routine visit with your PCP is important to make certain that you are healthy. At the visit, you and your PCP can talk about ways to keep you healthy. Don’t wait until you are sick to see your PCP.

TENNderCare checkups are **FREE** for members up to 20 years old. Also, transportation for medical care is provided for **FREE**, if needed. Call UnitedHealthcare Community Plan at **1-800-690-1606**, if you need help:

- Scheduling a checkup
- Getting a ride to your PCP

Urgent Care:

Urgent care is needed when you are really sick and can’t get a visit with your PCP right away. An urgent medical condition is not considered an emergency. However, it may require care

within 24 hours. Urgent care is needed for a very bad:

- Cold or flu
- Sprain
- Sore throat
- Fever
- Headache
- Earache
- Skin rash

If you think that you need urgent care, contact your PCP. You may also call us at **1-800-690-1606** or our **Nurse Line** at **1-866-263-9168**.

Emergency Care:

Emergency care requires **IMMEDIATE** medical attention. Seek care at the closest emergency room for an illness or injury such as:

- Difficulty breathing
- Uncontrolled bleeding
- Poisoning
- Chest pain that lasts more than two minutes
- Unconsciousness
- Severe burns

If you don’t have time to go to the emergency room, **CALL 911**.

Your member I.D. card lists phone numbers to help you get the right kind of care. It reads:

“You should always see your PCP before receiving medical treatment

from any provider (except for emergencies). In a medical emergency, care may be obtained from the closest medical care provider. Notify your PCP and your local UnitedHealthcare office after receiving such care.”



Pulling the Plug on Cyberbullying

Today, teens face many challenges growing up in a world full of electronic devices. With texts, phone calls, tweets, IM's, posts, and emails, connections with others can happen on a 24/7 basis.

Electronic devices are supposed to make our world easier. Sometimes, though, they can be used to harass, threaten or embarrass others. This is called cyberbullying.

It can happen at school, home, or anywhere. Cyberbullying might include pictures, online threats, or mean posts. Usually, it is hard to identify who is bullying you. Bullies can pretend to be someone they're not. What should you do if you are being bullied?

If you are suffering from any type of bullying:

- share the evidence with a parent or trusted adult
- turn off the computer or phone, walk away and think about the best way to handle the situation
- avoid revenge because it only makes things worse
- report the bully to the service provider or to the social media site
- block the bully from all of your electronic devices.

Be safe online. Use passwords to protect your devices. Only share those passwords with your parent or guardian.

Finally, before posting or sending a message, think before you click "send." Be careful with photos or comments you share. It can be difficult or impossible to delete them.

Misunderstandings can happen more easily through cybercommunications. So be very careful about making your message clear so you do not accidentally hurt the person receiving your message.

Definitions resources: http://kidshealth.org/teen/school_jobs/bullying/cyberbullying.html#

Are you Dealing with Abuse

Abuse of children can take many forms. All forms of abuse are serious. It may be emotional, sexual, verbal, or physical. You deserve to live your life free from abuse of any kind.

To report suspected child abuse, call 1-877-237-0004. If you are in immediate danger, call 911. You do not have to have proof that abuse has occurred. Each concern will be reviewed on a personal basis.

Definitions resources: <http://www.tn.gov/youth/childsafety/whatisabuse.htm>



What is Cyberbullying?

1. Cyberbullying is being mean to someone through which of the following:

- a. Email
- b. Phone calls
- c. Text messages
- d. Tweets
- e. All the above

2. If someone sends you a threatening message, you should:

- a. WRITE BACK IN ALL CAPS SO THEY KNOW YOU ARE ANGRY.
- b. Do not respond, but save it and show it to a parent or trusted adult.
- c. Forward it to your friends so they know what is going on.
- d. Shut off your computer and do nothing.

3. True or false: Bullies can pretend to be someone they're not online.

- a. True
- b. False

4. True or false: Teens sometimes bully online because it's usually hard to identify them.

- a. True
- b. False

Answers
1-e; 2-b; 3-a; 4-a

Definitions resources: <http://www.girlshealth.gov/bullying/quizzes/quiz.cyberbullying.cfm>

How to Find Your Dental Home

As a TennDent member, you can choose from more than 1,000 dentists in Tennessee. You can get a free cleaning and exam every six months. It is very important that you see a TennDent dentist. TennDent will only pay for care from a TennDent dentist except in special cases or emergencies.

You should pick a dentist who is near to your home, school, or work so it is easy to get to your appointments. There are many ways to find a TennDent dentist:

- 1** Go online to **www.TennDent.com** and click on 'Find a Dentist.'
- 2** Use the Provider Directory in your TennDent Member Handbook (You should get one in the mail every year. If you need a new one, please call **(877) 418-6886**.)
- 3** Call TennDent at **(877) 418-6886** and we can help you find a dentist near you.

Once you have found a dentist, you should call the dentist's office to make an appointment. If you find out that you cannot get to your appointment, call the dentist to reschedule. You do not need an ID card from TennDent to get dental services. TennDent will not send you an ID card. Your dentist may call **(877) 418-6886** to make sure you have TennDent benefits. If you need a ride to the dentist, call **(877) 418-6886**. Call at least a few days before your appointment to make sure you can get a ride when you need it.

When you have found a dentist you like and trust, you have found a 'dental home.' This means that you will go see the same dentist for all of your appointments. Finding a dental

home means you will not have to search for a new dentist every time you need to see the dentist. If you have a toothache or other mouth pain, you already know which dentist to call. This also means your dentist will have all of your records and can track your oral health over time. Having a dental home will help you take better care of your teeth.



For more information, visit these helpful resources.

For teen resources from the state of Tennessee visit:
<http://state.tn.us/tenncare/tenndercare/yourhealth.html>.

For accurate information that helps you better understand your sexual health visit:
www.plannedparenthood.org/health-topics/index.htm.

For suicide prevention information visit:
www.tspn.org. If you need help, you can call the toll-free, 24-hour hotline of the National Suicide

Prevention Lifeline at **1-800-273-TALK (1-800-273-8255)**

Have questions about fitness, disease, peer pressure, nutrition, or other teen topics? Learn more about these with games, teen challenges, activity calendar at **www.bam.gov**

If you need help to kick your smoking habit, call **1-877-44U-QUIT or 1-877-448-7848**. This line is open Monday–Friday 9 a.m. to 4:30 p.m. Help is available in Spanish and English.

Give It Your Best Shot

On a basketball court, you want to make your best shot!

To do so, you need a guard on your team to protect you. Vaccines (shots) are like a guard, they help to protect you. You need routine vaccines to protect you from diseases.

Did You Miss a Shot as a Pre-Teen?

Ideally, you received the following routine vaccines when you were 11–12 years old:

VACCINE	PREVENTS	DATES
Meningococcal*	Meningococcal disease, a cause of meningitis and blood infections	1 dose, 1 booster
HPV	Human papillomavirus (HPV) diseases, including cervical and anal cancer	3 doses
Tdap	Tetanus, diphtheria, pertussis or whooping cough, which is on the rise	1 dose at 11–12 years of age
Seasonal influenza	The flu, which can be serious or deadly every year for even healthy adolescents	1 dose every year

**A booster dose is recommended at age 16. For those who received the first dose at 13–15 years, a booster is recommended at 16–18 years. Health officials suggest that adolescents receive the vaccine or booster less than five years before starting college.*

What is a Booster Shot?

As you get older, protection from some childhood vaccines begin to wear off. Some vaccines require a booster shot every few years to keep you from getting certain diseases. For example, the first Meningococcal vaccine is recommended for teens 11–12 years old. Then, a booster shot is needed at age 16.

Why Do I Need a Series or More Than One Shot?

In basketball, if a foul causes the player to miss a shot, the player receives a series of two or three free throws. It depends on whether the shot was taken in front of or behind the three-point line. Some vaccines are like free throws, they come in a series.



The HPV vaccine is given in a series of three shots for teens at 11–12 years of age. A second shot of the vaccine is recommended two months later. The third shot is recommended six months after the first shot.

Do You Need A Catch-Up Shot?

As a baby and during childhood, you may have received shots to prevent protect you from diseases such as:

- Varicella (chickenpox)
- Measles, Mumps, Rubella (MMR)
- Polio
- Hepatitis B

If you missed a dose of any of the shots for these diseases or the shots listed for teens, then catch-up on them right away! It's not too late! Some shots recommended today for teens may not have been required when you were younger. Anyone can get "kid diseases" like chicken pox. These diseases can be far more dangerous to teens and adults.

Don't Hit the Rim. Make Every Shot!

UnitedHealthcare Community Plan wants you to be healthy! If you think that you are missing any shots or need to catch-up on them, talk with your parent or call your Primary Care Physician (PCP) for an appointment today. It could help to save your life! If you need help making an appointment, call **1-800-690-1606**.

Definitions resources: http://kidshealth.org/teen/school_jobs/college/vaccines.html#
<http://www.cdc.gov/vaccines/who/teens/index.html>
www.preteenvaccines.org

Do You Have the Blues?

Beating Teen Depression

Depression is a serious illness. If left untreated, it can sometimes lead to suicide. Suicide does not just happen. Research shows that teens who attempt suicide often have depression, anxiety, drug or alcohol abuse, physical abuse or a behavior problem.

Why Do Teens Get Depression?

Problems at school or with friends or family are common. It may be a bad test grade, an argument with a friend, or a breakup that upsets you. You may feel like sometimes these problems just won't go away. But there are always solutions to these problems even when it seems impossible. Suicide is NEVER the answer.

It is normal to be sad on occasion but teens with depression may:

- Feel sad, down, or irritable, or not feel like doing things
- Have a change in sleeping or eating habits
- Feel guilty, worthless, or hopeless
- Have less energy, or have more difficulty paying attention
- Feel lonely or get easily upset
- Lose interest in things they used to enjoy

If you think you are depressed, talk with a parent, teacher or trusted adult. Depression can be treated. For more help, call

your Primary Care Provider (PCP). Also, you can call the phone number on the back of your member I.D. card for the Nurse Line or Mental Health services.

Getting Help is the Answer!

If you or someone you know is thinking about suicide, please reach out for help!

Talk to someone you trust: Parent, teacher, coach or other trusted adult.

Call the National Suicide Prevention Lifeline:

- **1-800-SUICIDE (1-800-784-2433)**
- **1-800-273-TALK (1-800-273-8255)**
- **1-800-799-4TTY (1-800-799-4889)** — for hearing impaired

The calls are free, 24 hours a days, 7 days a week!

If you or someone is in immediate **DANGER** because of thoughts of suicide,

- Go to the nearest **ER** or
- Call **911** or
- Call the Statewide Crisis Line at **1-855-CRISIS-1 (1-855-274-7471)**

Definitions resources: <http://www.healthychildren.org/English/health-issues/conditions/emotional-problems/Pages/Teen-Suicide-Statistics.aspx>



Regular Sadness or Depression?

Being a teenager is hard. You're under stress to be liked, do well in school, get along with your family and make big decisions.

These are typical teen pressures. Worrying about them is normal. But feeling very sad, hopeless or worthless could be warning signs of a mental health problem.

Mental health problems are real, painful and sometimes severe. Mental health problems can be treated.

Definitions resources: http://kidshealth.org/teen/your_mind/mental_health/depression.html?tracking=T_RelatedArticle#

Where to Find Help

If you or someone you care about is in crisis, please seek help immediately.

- Talk to your parents or an adult you trust
- Call **911**
- Visit a nearby emergency department or your health care provider's office
- Call the toll-free, 24-hour hotline of the National Suicide Prevention Lifeline at **1-800-273-TALK (1-800-273-8255)**.

Stay Healthy! Get Your Checkup!

Some teens may think a check-up is a waste of time, especially when they're feeling perfectly healthy. But you know better!

Turning to your friends or the internet for health care questions is normal. But remember your doctor has the most accurate information.

Meet yearly with your personal doctor, so they can keep track of the changes you are going through. Your doctor can also offer advice about healthy and unhealthy behaviors.

Remember, you only have ONE body. Get involved and take charge of your own healthcare! Call your personal doctor for a screening appointment today. If you need help making the appointment or with arranging transportation, please call 1-800-690-1606.

Primary Care Tracker

My next check up is due _____. Not sure when it is due?
Call your Primary Care Provider (PCP) and ask.

Not sure who your Primary Care Provider is? To find out, call your health plan at 1-800-690-1606.

Be prepared for your check-up. Write down questions for your PCP.

One question I have for my Primary Care Provider is:

OR

Something my Primary Care Provider needs to know about me is:

We do not allow unfair treatment in

TennCare. No one is treated in a different way because of race, color, birthplace, religion, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions or need more help? If you think you've been treated unfairly, call the Family Assistance Service Center for free at 1-866-311-4287. In Nashville, call 743-2000.

TennCare no permite el trato injusto. Nadie recibe un trato diferente debido a su raza, color de la piel, lugar de nacimiento, religión, idioma, sexo, edad o discapacidad. ¿Cree que lo han tratado injustamente? ¿Tiene más preguntas o necesita más ayuda? Si piensa que lo han tratado injustamente, llame gratis al Centro de Servicio para Asistencia Familiar

al 1-866-311-4290. En Nashville, llame al 743-2001.

¿Habla español y necesita ayuda con esta carta? Llámenos gratis al 1-800-690-1606.

If you have a hearing or speech problem you can call us on a TTY/TDD machine. Our TTY/TDD number is 711.

Si tiene problemas de audición o del habla, puede llamarnos a través de una máquina de TTY/TDD. El número de TTY/TDD es 711.

Need help in another language? You can call UnitedHealthcare Community Plan for assistance in any language at 1-800-690-1606 or the numbers below. Interpretation and translation services are free to TennCare members.

Foreign Language Lines

Call if you need help and need to speak with someone in one of these languages:

العربية	(Arabic)	1-800-758-1638
Bosanski	(Bosnian)	1-800-758-1638
کوردی - بادینانی	(Kurdish-Badinani)	1-800-758-1638
کوردی - سورانی	(Kurdish-Sorani)	1-800-758-1638
Soomaali	(Somali)	1-800-758-1638
Espanol	(Spanish)	1-800-758-1638
Người Việt	(Vietnamese)	1-800-758-1638

Do you need help with this information?

Is it because you have a health, mental health, or learning problem or a disability? Or, do you need help in another language? If so, you have a right to get help, and we can help you. Call Customer Service at 1-800-690-1606 for more information.

Do you have a **mental illness and need help with this information?** The TennCare Advocacy Program can help you. Call them for free at 1-800-758-1638.

¿Necesita ayuda con esta información?

¿La necesita porque tiene una discapacidad o un problema de aprendizaje, de salud mental o una enfermedad? ¿O acaso necesita ayuda en otro idioma? Si es así, usted tiene derecho a obtener ayuda, y nosotros podemos brindársela. Llame a 1-800-690-1606 para más información.

¿Tiene usted una enfermedad mental y necesita ayuda con esta información?

En la línea telefónica de TennCare Advocacy pueden ayudarle. Llámelos gratis al 1-800-758-1638.

To report fraud or abuse to the Office of Inspector General (OIG) you can call toll-free 1-800-433-3982 or go online to www.state.tn.us/tenncare and click on 'Report Fraud'. To report provider fraud or patient abuse to the Tennessee Bureau of Investigation's Medicaid Fraud Control Unit (MFCU), call toll-free 1-800-433-5454.

Para reportar fraude o abuso a la Oficina del Inspector General (Office of Inspector General, OIG) nos puede llamar gratis al 1-800-433-3982. O visítenos en línea en www.state.tn.us/tenncare y haga clic en "Report Fraud" (Reportar fraude). Para reportar fraude o maltrato de un paciente por parte de un proveedor a la Unidad de Control de Fraude Médico de la Oficina de Investigación de Tennessee (Tennessee Bureau of Investigation's Medicaid Fraud Control Unit, TBIMFCU), llame gratis al 1-800-433-5454.

Community Plan
UnitedHealthcare
If you need a ride to your doctor or health department, call 1-800-690-1606.
need a ride?



UnitedHealthcare Plan of the River Valley, Inc.